# James W. Wallace Jr.

# 1951 W. 58<sup>th</sup> Ave, Merrillville, IN 46410 (847) 845-2286 email: Jamewall@iun.edu

**OBJECTIVE:** Actively seeking a leadership position with a public or academic library where I may utilize my managerial skills to coordinate resources to serve the informational needs of the public

#### **EXPERIENCE**

Indiana University Northwest, Gary, IN

# Coordinator, New Student Success Program

**March 2010-Present** 

- . Assisted ODP Office Coordinator with day-to-day administrative tasks
- . Conduct related educational research as assigned
- . Assisted with preparation for NSSP evaluation data reports regarding recruitment programs
- . Assisted with establishing relationships with NSSP constituents, especially community feeder agencies

# Computer Technology Center/Library IT Consultant August 2008- Present

- . Assisted college students with any library and computer related research questions
- . Frequently instructed students on the use of Microsoft Office Suite and similar applications used to complete assignments
- . Assisted IT staff with maintenance and repair of disabled computers
- . Maintained computer lab cleanliness and enforced policies and procedures
- . Trained incoming staff members

# Ensemble Chimes Global, Glenview, IL

#### Shift Supervisor 2nd/3rd

August 2006-January 2008

- . Supervised a staff of 130 plus people responsible for processing between 6,500 and 9,000 orders nightly in an assembly line order processing facility
- . Coached and trained new hires on proper order processing techniques
- . Performed weekly and monthly follow-up reviews on temporary agency employees
- . Processed weekly time-sheet for payroll on data spreadsheets and submitted information on a windows based web media platform
- . Interacted daily through phone and email with six (6) different HR recruiting agencies
- . Related confidential attendance and release information to HR agencies

## **Delivery Coordinator**

# February 2003-April 2006

- . Supervised a seven (7) person team responsible for assembling and delivering retail merchandise to customers
- . Scheduled deliveries and coordinated shipments with trucking companies through phone and email correspondence
- . Ordered supplies and kept track of daily inventory fluctuations
- . Prepared weekly audits of Pro Sales operations and reported on delivery activities at weekly staff meetings

## Enesco Group Inc., Itasca, IL

# **Team Leader, Customer Service Center**

- February 1999-August 2002 . Supervised call center with twelve (12) employees who received 350-500
- customer service calls daily
- . Placed and tracked orders to be shipped throughout the United States
- . Answered confidential accounts receivable questions and made collection calls for finance department
- . Established new accounts with prospective clients

# **EDUCATION**

# Indiana University Purdue University Indiana, Indianapolis, IN

Major: Library Sciences

Expected Graduation May 2011 with a Master in Library Sciences with a Concentration in Information Technology

## Indiana University Northwest, Gary, IN

Major: General Studies Minor: Business Administration

May 2008-December 2009

Bachelors in General Studies 3.9/4.0 GPA

#### Lincoln University, Jefferson City, MO

Major: Agriculture Minor: Business

September 1989-May 1994

#### TRAINING AND CERTIFICATION

Advanced proficiency with Microsoft Office Suite Certificate of completion Advanced AS/400 data entry software Management for Success and Sophisticated Selling Techniques

#### AWARDS AND ACKNOWLEDGEMENTS

Boys and Girls Club of America Mentor, 2010

ALA Calloway Spectrum Scholarship Award Recipient, 2010-2011

Committee Member, IU Northwest Chancellor Selection Committee, 2009-2010

Chancellor's List, Indiana University Northwest, Fall 2009 (GPA 4.0/4.0)

Dean's List, Indiana University Northwest, Fall 2009 (GPA above 3.5/4.0)

Indiana's Librarians Leading in Diversity, Masters in Library Sciences Fellowship, Jan 2010

President, Student African American Brotherhood, IU Northwest/Ivy Tech chapter Spring 2009-Spring 2010

Recipient of the Student African American Brotherhood, Summer Bridge Student Leadership Award 2008

Recipient of the S.A.A.B. Achiever recognition from the Indiana House of Representatives (Rep. Dr. Vernon Smith) 2008

Recipient of the Indiana University Northwest, Special Contributor to Student Life Certificate of Appreciation 2008-2009

Recipient of the Francis Meyer/Bank Calumet Scholarship 2009/2010

Recipient of the GFWC Women's Club Scholarship Fall 2008

Home Depot Employee of the Month, August 2003, January 2004 and September 2005

Enesco Customer Service Representative of the Year 2000

Recipient of the Lincoln University Presidential Scholarship Fall 1989-Spring 1993

REFERENCES AVAILABLE UPON REQUEST